

CUSTOMER FOCUSED SERVICE

Customers want:

1. Immediate response
2. Problem solving
3. Flexibility
4. Friendly, caring service

Purpose

To improve the ability of help desk and service personnel to produce positive, memorable customer service experiences

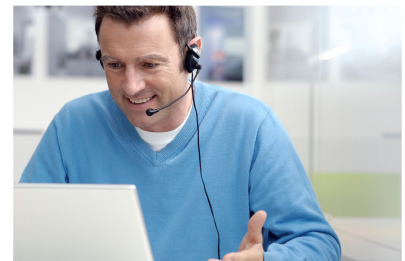
Objectives

Participants completing *Customer Focused Service* will be able to:

- Understand the impact of service on customer loyalty
- Present an attitude of service in order to gain the customer's confidence and cooperation
- Distinguish between the task and people side of an interaction
- Create a positive impression on the phone or face-to-face
- Use questioning strategies to gain clear understanding and stimulate customer motivation
- Present solutions in a compelling manner
- Conclude the interaction confidently
- Expertly handle customer concerns and frustrations
- Respond effectively to challenging customers
- Establish and maintain sound, mutually beneficial business relationships

The Training

- Classroom format, 8 hours
- Fast paced and interactive
- Learn by doing
- Focused on real life challenges
- Immediately applicable skills
- Course tailored to real life issues and challenges



Contract Price

Facilitation rate is \$2,500 per day, plus \$35 per participant for materials.

- ✓ **Technip introductory “get my foot in the door” price of \$4,000 for a 2-day implementation for two groups of 6 participants.**

The customer doesn't care what you know until they know you care.